



# City of Eureka, California

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>Recreation Aide</b>
<b>Class Code Number</b>	<b>4010</b>

### General Statement of Duties

Provides information and customer services to the public regarding City recreational activities; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to provide information and customer service to the public regarding City recreational activities. The work is performed under the supervision and direction of an assigned supervisor, but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a recreational facility.

### Examples of Essential Work (Illustrative Only)

- Performs a variety of customer services functions, including performing initial greetings, answering multi-line phone system and forwarding calls, and checking facility users in and out;
- Provides specific recreational information to the general public, including explaining Adorni Center rules and regulations to new members and providing directions when necessary;
- Collects money and issues receipts for membership passes, including accounting for all money received;
- Maintains number count of Adorni participants and members, including keeping a monthly tally of membership numbers and entering or updating information into computer database;

- Maintains responsibility for conference room rental contracts, including setting up appropriate groups with available times, drafting specific contract, collecting fees, and properly recording rental time in specified calendar;
- Designs, publishes, and edits the Adorni monthly newsletter;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

### **Required Knowledge, Skills, and Abilities**

- Some knowledge of departmental policies and procedures;
- Some knowledge of recreational programs and services;
- Some knowledge of record keeping practices;
- Some knowledge of basic first aid and CPR;
- Ability to work in a safe manner;
- Ability to interact courteously and tactfully with participants and the general public;
- Ability to maintain a cooperative working relationship with fellow employees;
- Ability to maintain a neat and professional appearance;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity, and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Any combination of training and/or experience which is equivalent to:

- High School Diploma or GED; and
- Some (one to three years) previous related work experience.

**Required Special Qualifications**

- May require a valid Class C California State Driver's license.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general recreational environment.